FROST & SULLIVAN

Avoid the Challenges of Hybrid and Multi-Cloud Deployments by Using a Trusted Partner

In order to remain functional and competitive in a post-pandemic environment, many businesses are doubling down on their digital transformation plans. Sound familiar? It's not surprising. Of business and IT leaders surveyed by Frost & Sullivan in September 2021, 73% report that they are concerned with becoming more innovative than their competition, and many are turning to IT initiatives to achieve a competitive edge. Digital transformation offers businesses:

- **Improved business process efficiency** – a key priority for 79% of businesses
- **Faster time-to-market for applications and services** – a key priority for 76% of businesses
- **Increased agility** – a key priority for 75% of businesses

For most companies, digital transformation includes embracing new infrastructures that enable the key benefits listed above. In 2020, 49% percent of businesses had begun a hybrid or multi-cloud deployment to enable their digital transformation, and by 2022, an additional 39% expect to do so. Hybrid and multi-cloud deployments offer the ability to achieve:

- More **consistent application performance** and reduced impact of "noisy neighbors" in the public cloud.
- **Enhanced application performance** based on infrastructure tuning and improved network latency between private infrastructures.
- **Easier deployment** of non-cloud native applications in private environments.
- **Better and more consistent governance over data**, leading to enhanced security and compliance.
- **Improved cost of ownership** to run your critical applications.

While hybrid, multi-cloud IT environments can provide your business with significant benefits, the challenges with integrating a high-functioning, optimal hybrid environment can be difficult. Challenges can include:

- **Too many unintegrated tools/platforms** – From shadow IT to inherited platforms, your business likely uses multiple infrastructure types. Based on Frost & Sullivan research, companies use an average of 4.5 infrastructure models within their organization—but they don't necessarily play well together. Lack of integration makes it difficult to leverage data and new technology services.
- **Complexities of app portability** – IT and business leaders are challenged by deploying apps and services in a hybrid environment; 61% report it as a key challenge, while 59% struggle to migrate apps from the premises to the cloud. Containers can mitigate some of these problems, but configuring them to work is a challenge itself.
- **Business continuity concerns** – Unprotected applications and data pose business liability. 65% of business and IT leaders are concerned about their ability to deliver consistent security and compliance.
- **Failing to consider the total cost of ownership** – While the "pay-as-you-go" public cloud consumption model seems cost-effective, many businesses find that for certain workloads, the data center can be a more cost-effective model. In fact, 68% of business and IT leaders say managing costs for cloud workloads is a key challenge. Businesses must pay attention to things like cloud sprawl, over-provisioning, and the costs associated with re-factoring workloads to work in a cloud environment, which tend to erode cloud savings over time.

- **Insufficient in-house expertise** – Digital transformation requires different expertise than traditional IT. Many businesses find their internal IT departments struggle to make the shift from traditional to modern skill sets, with 69% finding this a challenge. Working with a trusted partner provides you with an ecosystem of vendors that can all be integrated into a single solution by the right systems integrator.

So what's the best way forward? How can you implement a hybrid environment that runs each application in the optimal infrastructure for performance and security, while containing costs? According to recent research, 64% have turned to a trusted, third-party provider to help ensure a successful hybrid deployment.

There are many types of providers to choose from, from technology vendors to global systems integrators to managed service providers. To get the best of both worlds, look for partners—like integrators—that have close, long-standing technology relationships. These partners often get special benefits from their technology partnerships, like advanced rollout of new features and functionality, or prioritized support. A trusted partner can offer your business the right mix of knowledge, services, and support to help ensure the success of your hybrid deployment, and augment your team with expertise that may provide new ways to look at your IT challenges.

So what should you look for in the right systems integrator? Here are key elements to consider:

1. **Supports all major public cloud providers**, as well as premises-based environments, using open-source solutions like Red Hat OpenShift.

2. **Enables multiple virtualization options**, such as different hypervisors, containers, and Kubernetes. This enables your team to develop software using the platforms and protocols that are most familiar and most beneficial for the app being developed.

3. **Provides a wide variety of dev/ops services, APIs, and microservices**. This gives your team greater capability to easily and quickly integrate advanced capabilities like mobility, AI, and machine learning into their applications.

4. **Offers service integrations for services specific to your industry**, as well as for common business application suites like SAP, Oracle, Workday, or Salesforce. By integrating with popular software suites, you can better leverage data across different applications.

The right provider can augment your in-house staff expertise and provide the right platform to suit your organization's needs, while integrating all infrastructures and services into a highly functional environment for your organization.

Karyn Price,
Senior Industry Analyst, ICT
Frost & Sullivan

For more information about creating your Red Hat OpenShift environment with Capgemini, please read our white paper at https://www.redhat.com/en/resources/cloud-management-for-digital-transformation-analyst-material.